



Government of South Australia

Port Pirie Health Service Advisory
Council

PORT PIRIE HEALTH SERVICE ADVISORY COUNCIL **2018-19 Annual Report**

Port Pirie Health Service Advisory Council

C/- Port Pirie District Health Service

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ISSN: 1837-3186

Date presented to Minister: 27 September 2019

To:

Hon Stephen Wade MLC
Minister for Health and Wellbeing

This annual report is presented to Parliament to meet the statutory reporting requirements of the *Public Sector Act 2009*, the *Public Finance and Audit Act 1987* and the *Health Care Act 2008* and meets the requirements of Premier and Cabinet Circular *PC013 Annual Reporting*.

This report is verified to be accurate for the purposes of annual reporting to the Parliament of South Australia.

Submitted on behalf of the Port Pirie Health Service Advisory Council by:

Barry Hay

Presiding Member

Date 24/09/2019

Signature



From the Presiding Members

Following last year's AGM several new members were introduced to our Health Advisory Council team. The skill level and experience that they have brought and introduced to our council has been of a very high level.

2018/2019 has also been a year that has seen the successful transition to the new governance model. As Presiding Member and on behalf of the Pirie Health Advisory Council I would like to congratulate everyone that has accepted the responsibility to be part of our new governance. The general feedback from the staff of our Health service and our Advisory Council has been very much in favour of these changes.

A special thanks must be given to the community of Port Pirie particularly our service and sporting clubs again they have continued to support our Health Service, without their help we would not have some of the equipment that people in regional communities deserve.

I would also like to thank the large team of volunteers who dedicate their time and support for the people that use this Health Service.



Barry Hay

Presiding Member

Port Pirie Health Service Advisory Council

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Public complaints..... **14**

Number of public complaints reported (as required by the Ombudsman) 14

Overview: about the agency

Our strategic focus

| | |
|---|--|
| Our Purpose | <p>The Health Advisory Council was established by the then Minister for Health and Ageing to undertake an advocacy role on behalf of the community and to provide advice in relation to health matters, amongst other functions.</p> <p>The constitution is available at http://www.sahealth.sa.gov.au/PortPirieHAC</p> |
| Our Vision | Not applicable. |
| Our Values | Not applicable. |
| Our functions, objectives and deliverables | The Health Advisory Council undertakes an advocacy role on behalf of the community. |

Our organisational structure

Membership of the Health Advisory Council can include:

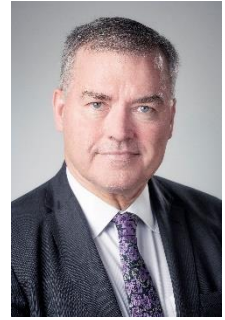
- Up to eight community members
- Nominee of Local Government
- A local Member of Parliament or their nominee
- A medical practitioner member
- A worker from the Local Health Network

A list of current members is available at:

<http://www.sahealth.sa.gov.au/PortPirieHAC>

Changes to the agency

During 2018-19 there were no changes to the agency's structure and objectives as a result of internal reviews or machinery of government changes.



Our Minister

Hon Stephen Wade MLC is the Minister for Health and Wellbeing in South Australia.

The Minister oversees health, wellbeing, mental health, ageing well, substance abuse and suicide prevention.

Our Executive team

Not applicable.

Legislation administered by the agency

Not applicable.

Other related agencies (within the Minister's area/s of responsibility)

Country Health SA Local Health Network Inc

Country Health SA Local Health Network Health Advisory Council Inc (Governing Council)

Balaklava Riverton Hospital Advisory Council Inc

Lower North Hospital Advisory Council Inc

Mid North Health Advisory Council Inc

Northern Yorke Peninsula Health Advisory Council Inc

Port Broughton District Hospital and Health Service Health Advisory Council Inc

Southern Flinders Health Advisory Council

Yorke Peninsula Health Advisory Council Inc

The agency's performance

Performance at a glance

The Health Advisory Council undertakes an advocacy role on behalf of the community.

Agency contribution to whole of Government objectives

| Key objective | Agency's contribution |
|-----------------|-----------------------|
| More jobs | Not applicable. |
| Lower costs | Not applicable. |
| Better Services | Not applicable. |

Agency specific objectives and performance

The Health Advisory Council undertakes an advocacy role on behalf of the community.

| Agency objectives | Indicators | Performance |
|-------------------|-----------------|-----------------|
| Not applicable. | Not applicable. | Not applicable. |

Corporate performance summary

Not applicable.

Employment opportunity programs

The Health Advisory Council consists of volunteers who undertake an advocacy role on behalf of the community.

Agency performance management and development systems

Not applicable.

Work health, safety and return to work programs

Not applicable.

Executive employment in the agency

Not applicable.

The [Office of the Commissioner for Public Sector Employment](#) has a [workforce information](#) page that provides further information on the breakdown of executive gender, salary and tenure by agency.

Financial performance

Financial performance at a glance

As the Health Advisory Council is unincorporated, its assets and liabilities are included in the financial reports of Country Health SA Local Health Network Health Advisory Council Inc.

Consultants disclosure

The following is a summary of external consultants that have been engaged by the agency, the nature of work undertaken, and the actual payments made for the work undertaken during the financial year.

Consultancies with a contract value below \$10,000 each

| Consultancies | Purpose | \$ Actual payment |
|----------------|----------------|-------------------|
| Not Applicable | Not Applicable | \$0 |

Consultancies with a contract value above \$10,000 each

| Consultancies | Purpose | \$ Actual payment |
|----------------|----------------|-------------------|
| Not Applicable | Not Applicable | \$0 |
| | Total | \$0 |

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

See also the [Consolidated Financial Report of the Department of Treasury and Finance](#) for total value of consultancy contracts across the South Australian Public Sector.

Contractors disclosure

The following is a summary of external contractors that have been engaged by the agency, the nature of work undertaken, and the actual payments made for work undertaken during the financial year.

Contractors with a contract value below \$10,000

| Contractors | Purpose | \$ Actual payment |
|----------------|----------------|-------------------|
| Not Applicable | Not Applicable | \$0 |

Contractors with a contract value above \$10,000 each

| Contractors | Purpose | \$ Actual payment |
|--------------------|----------------|--------------------------|
| Not Applicable | Not Applicable | \$0 |
| | Total | \$0 |

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

The details of South Australian Government-awarded contracts for goods, services, and works are displayed on the SA Tenders and Contracts website. [View the agency list of contracts.](#)

The website also provides details of [across government contracts.](#)

Other financial information

Nil to report.

Other information

Not Applicable.

Risk management

Risk and audit at a glance

Not Applicable.

Fraud detected in the agency

| Category/nature of fraud | Number of instances |
|--------------------------|---------------------|
| Not Applicable | 0 |

NB: Fraud reported includes actual and reasonably suspected incidents of fraud.

Strategies implemented to control and prevent fraud

Health Advisory Councils have specific functions and powers as defined in the *Health Care Act 2008* and the Constitution (for incorporated Health Advisory Councils or Rules (for non incorporated Health Advisory Councils), including actions that cannot be undertaken without the approval of the Minister.

Health Advisory Councils are instrumentalities of the Crown and subject to relevant Department of Treasury and Finance Treasurers Instructions.

The Constitutions / Rules identify the actions to be undertaken in the event of a conflict of interest. All declared conflicts of interest are reported to the Minister for Health through Country Health SA Local Health Network Inc,

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

Whistle-blowers disclosure

Number of occasions on which public interest information has been disclosed to a responsible officer of the agency under the *Whistleblowers Protection Act 1993*:

0

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>

Reporting required under any other act or regulation

| Act or Regulation | Requirement |
|-----------------------------|--|
| Health Care Act 2008 | Part 4 Health Advisory Councils, Division 2 Functions and Powers, 18 Functions |

- Act as an advocate to promotion the interests of the community.
- Provide advice about relevant aspect of the provision of health services, and relevant health issues, goals, priorities, plans and strategic initiatives.
- Encourage community participation in programs.
- Consult with other bodies that are interested in the provision of health services.
- Provide advice to the Minister about any matter referred to it by the Minister or Chief Executive.
- Participate in consultation or assessment process associated with the selection of senior staff.
- Provide advice about the management of resources for health services; and provide assistance with fundraising activities.
- Involved in the consultation process for the new CHSA Midwifery Model Of Care as well as the Nurse Led Ambulatory Service Projects at the Port Pirie Hospital
- Provided advice in relation to the Health Round Table Reporting.
- Participated in a regional education session on Comprehensive Care of Older Person's project
- Completion of upgrades to Ward A and C patient lounges.
- Funded a shelter for an outdoor child therapy area at GP plus.
- Funded a low level laser for the Lymphoedema Clinic.
- Funded a Lympha-Touch physical therapy massage device for the Lymphoedema clinic.
- Continued engagement with the Aboriginal Community to investigate ways of improving access to services, supporting enhanced health outcomes for Aboriginal and Torres Strait Islander people.
- Continued partnership with the John Pirie Secondary School who are working on the development of a historical photo display for the health service

Reporting required under the *Carers' Recognition Act 2005*

Not Applicable.

Public complaints

Number of public complaints reported (as required by the Ombudsman)

A whole of SA Health response will be provided in the 2018-19 Department for Health and Wellbeing Annual Report, which can be accessed on the [SA Health website](#).

| Complaint categories | Sub-categories | Example | Number of Complaints 2018-19 |
|-----------------------------|-----------------------|--|-------------------------------------|
| Professional behaviour | Staff attitude | Failure to demonstrate values such as empathy, respect, fairness, courtesy, extra mile; cultural competency | Not applicable |
| Professional behaviour | Staff competency | Failure to action service request; poorly informed decisions; incorrect or incomplete service provided | Not applicable |
| Professional behaviour | Staff knowledge | Lack of service specific knowledge; incomplete or out-of-date knowledge | Not applicable |
| Communication | Communication quality | Inadequate, delayed or absent communication with customer | Not applicable |
| Communication | Confidentiality | Customer's confidentiality or privacy not respected; information shared incorrectly | Not applicable |
| Service delivery | Systems/technology | System offline; inaccessible to customer; incorrect result/information provided; poor system design | Not applicable. |
| Service delivery | Access to services | Service difficult to find; location poor; facilities/ environment poor standard; not accessible to customers with disabilities | Not applicable |
| Service delivery | Process | Processing error; incorrect process used; delay in processing application; process not customer responsive | Not applicable. |
| Policy | Policy application | Incorrect policy interpretation; incorrect policy applied; conflicting policy advice given | Not applicable |

| Complaint categories | Sub-categories | Example | Number of Complaints 2018-19 |
|-----------------------------|------------------------|---|-------------------------------------|
| Policy | Policy content | Policy content difficult to understand; policy unreasonable or disadvantages customer | Not applicable |
| Service quality | Information | Incorrect, incomplete, out dated or inadequate information; not fit for purpose | Not applicable |
| Service quality | Access to information | Information difficult to understand, hard to find or difficult to use; not plain English | Not applicable |
| Service quality | Timeliness | Lack of staff punctuality; excessive waiting times (outside of service standard); timelines not met | Not applicable |
| Service quality | Safety | Maintenance; personal or family safety; duty of care not shown; poor security service/ premises; poor cleanliness | Not applicable |
| Service quality | Service responsiveness | Service design doesn't meet customer needs; poor service fit with customer expectations | Not applicable |
| No case to answer | No case to answer | Third party; customer misunderstanding; redirected to another agency; insufficient information to investigate | Not applicable |
| | | Total | Not applicable |

| Additional Metrics | Total |
|--|----------------|
| Number of positive feedback comments | Not applicable |
| Number of negative feedback comments | Not applicable |
| Total number of feedback comments | Not applicable |
| % complaints resolved within policy timeframes | Not applicable |

Data for previous years is available at: <https://data.sa.gov.au/data/dataset/country-health-sa-local-health-network>